

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Staten Island, NY #494	\$12,923	\$42,229	226.8%
Hattiesburg, MS #566	\$18,171	\$30,982	70.5%
Amherst, NY #840	\$11,985	\$18,778	56.7%
Hamburg, NY #516	\$16,546	\$23,041	39.3%
Woodbury, MN #792	\$26,512	\$36,575	38.0%
S St. Louis, MO #855	\$29,228	\$39,900	36.5%
C Springs, CO #558	\$21,978	\$29,344	33.5%
Des Moines, IA #958	\$33,484	\$44,441	32.7%
Johnstown, PA #534	\$9,134	\$12,108	32.6%
Edina, MN #797	\$23,941	\$31,497	31.6%

District Sales Growth

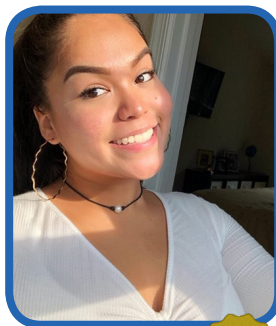
District	Region	WTD%
Frank Cassar	Western	30.7%
Brian Pitre	Southeast	14.8%
Tony Reynolds	Western	13.1%
Eric Montes	Northeast	11.8%
Shawna Vazquez	Northeast	10.2%
Todd Bell	Western	8.3%
Denny Lynch	Western	5.9%
John Chudzinski	Western	3.8%
Jon Fiorentine	Northeast	2.8%
Anthony Chapa	Southeast	2.2%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Flint, MI #323	4.0%	21.9%	17.9%
Boise, ID #959	7.0%	22.3%	15.3%
Herndon, VA #099	14.7%	29.0%	14.4%
Staten Island, NY #494	1.1%	15.0%	13.9%
Vernon Hills, IL #342	10.4%	24.0%	13.6%
Greece, NY #839	3.1%	16.4%	13.3%
Salinas, CA #318	6.9%	19.4%	12.5%
Naperville, IL #097	9.4%	21.7%	12.3%
Ventura, CA #453	6.4%	18.3%	11.9%
Bellevue, WA #305	18.1%	30.0%	11.9%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
FM 1960, TX #032	\$25,495	\$40,820	60.1%
El Paso, TX #852	\$20,004	\$27,646	38.2%
Towne South, OK #888	\$21,527	\$28,508	32.4%
Greece, NY #839	\$14,698	\$18,914	28.7%
Pensacola, FL #065	\$28,851	\$36,982	28.2%
Paducah, KY #113	\$25,122	\$31,250	24.4%
N. Olmsted, OH #559	\$24,830	\$30,637	23.4%
Lubbock, TX #933	\$20,668	\$24,700	19.5%
Foothill Ranch, CA #371	\$27,072	\$31,391	16.0%
SE Las Vegas, NV #311	\$22,446	\$25,789	14.9%



Congratulations to team Dulles #654 as they celebrate yet another Sapphire Pin earner, Arianna Chilin! Arianna joined the Chuck E. family 1 year ago, and she has made her presence known in her restaurant! Arianna is always trying to make each party unique and individualized to each birthday child by constantly going above & beyond. Thank you Arianna for all you do, your Sapphire Pin is very much deserved!

~ Our hostess was very helpful, so convenient to have the food, entertainment, and everything taken care of for us. ~

~ Very fun for all adults and kids. Arianna was the best party host! ~

Team Dulles doesn't have 1, but 2 Sapphire Pin earners to celebrate today, congratulations to Angel Shepard! Angel joined the Chuck E. family 2 years ago and is always at least 1 step ahead of the game. She is the most organized person you will ever meet, and it shows! Thank you Angel for all you do, your Sapphire Pin is very much deserved!

~ We had a wonderful party, thanks Angel! ~

~ Fun experience, excellent service! ~

~ My kid had a ball. Angel was totally on top of things. ~

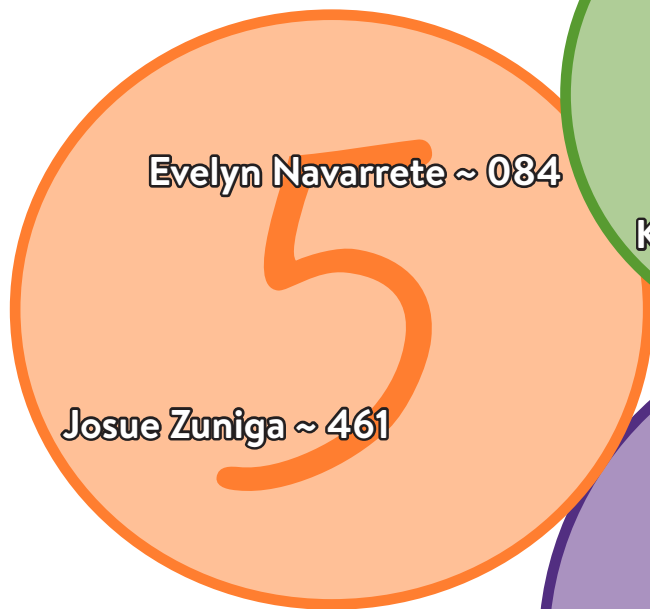


Week 28
July 26, 2019



MILESTONES-

- Reach and Achieve! -



Evelyn Navarrete ~ 084

Josue Zuniga ~ 461



Maria Vivar ~ 532

Christie Trunnell ~ 345

Kevin Winters ~ 752



Mary Ruscher
General Manager #105
15 Years

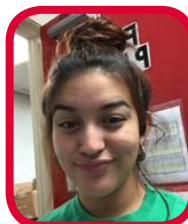


Laden Spencer

Team Corpus Christi, TX #454

Bill Pressel, AD

~ Laden was our host. He did great. He was there for anything we needed. We had a great time! ~



Christy Gonzales

Team Corpus Christi, TX #454

Bill Pressel, AD

~ Christy was AMAZING! Friendly, helpful, and kind to the children. We loved her! ~



Reminder:

Continue to send in your Ruby Pin achievers to learning@cecentertainment.com so they can be featured in the Focus!

DEAR CHUCK E...

- You're the BEST! -

I bring my kids to this location once or twice every couple of months. Since it's summer I've taken them more often. I wanted to write and commend Cameron for her service. Every time we have gone she is always so nice and helpful. When we went there yesterday Cameron was working at the prize counter, and as soon as we walked up she remembered us from a couple of weeks ago. She said it was good to see us again and asked my kids how their summer was going and what grade they were going to be in this year. She is always in a good mood and does her best to make sure everyone that comes there has a good time. It's nice to find employees like this since it's so hard to find people that are this wonderful.

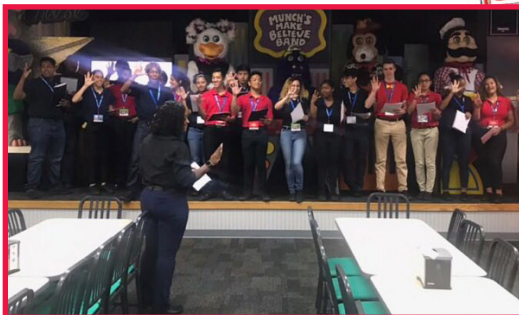
Southeast
Hulen, TX #595
RVP Bill Eich
DM Kelli Kasper
GM Ritchie Leighton
Cast Member Cameron

I just wanted to comment on the exceptional job that Alex did at my niece's birthday party at the Warren, OH store on Tuesday. Having 3 teenagers myself, I have been to many parties at Chuck E. Cheese, as well as at similar establishments. Alex was the best host I have ever seen. From the moment the birthday girl arrived he made her feel extra special. He interacted appropriately and politely with the children and adults. Alex truly seemed to enjoy being a part of the celebration. When I complimented him on his exceptional service, he commented without hesitation that he loves working there. He is certainly an asset to that store and your corporation. Please thank him again. This little girl is being adopted and this was her very first birthday party. Sometimes people don't realize what a difference they are making in someone's life.

Northeast
Niles, OH #745
RVP Chris Kelly
AD Dennis Sanders
GM Rocco Ferreri
Party Planner Alex

When we lost my father-in-law in March we visited this location to cheer up our 5 year old. On that day and every time we've been since, an employee named Furius Mims has been miraculous. He's always courteous and helpful, but when he BECOMES Chuck E., he really enchants and brings smiles and happiness to all. My kid is rarely as happy as when he visits and Mr. Mims is there. You need to find more employees like this gentleman. He is a very positive asset to your company.

Western
Murrietta, CA #414
RVP Jim Brawley
DM Patty Cedillo
GM Meagan Reynolds
Cast Member Furius Mims



Daniel De Los Santos, DM



Caleb Minton, DM

Congratulations to our newest TEAM2 Trainers!

THE MORE YOU KNOW...

Facilities

After hours and Weekend Emergencies

Please keep in mind that not all of our service partners have staff that monitor incoming service calls after normal business hours (usually 5:00 PM local time) and on the weekend. If you have an after hour or weekend emergency, we ask that you:

1. Submit your work order via Verisae
2. Contact your Regional Facility Manager and provide a description of emergency and work order number.

Learning & Development

Cast Member of the Month Pins

This week everyone will be receiving in the mail from the Support Center enough Cast Member of the Month Pins to last them through 2019.

Need extra pins or lost yours?

Not a problem!

We have some extra sets available to order on the new Training Materials Website:

<https://portal.mypropago.com/login/cec>



Risk Management

Service Animal Policy

At Chuck E. Cheese, we pride ourselves on being a family restaurant where a kid can be a kid, where parents can sit back and relax, and all can have fun quality family time. Welcoming and accommodating guests with Service Animals is another way we can help all families enjoy their time in our restaurants.

Please take the time to re-familiarize yourself, your Managers, and your Cast Members on Chuck E. Cheese's Service Animal Policy which can be found in your Operations Guide.

"Is a snake a service animal" was a question posed in a restaurant recently when a guest came in with **TWO** snakes.

Since 2011, the ADA protects only service dogs and miniature horses access to public accommodations.

The ADA does not protect the use of "emotional support animals" (even if they are dogs or miniature horses), nor do they require that they be given admittance into public accommodations.

State law and city ordinances can provide different rules for service animals and therefore, can require businesses to give access to:

- Additional species (not just dogs or miniature horses)
- Animals that provide emotional support
- Service animals in training
- Federal law allows state and city regulations to be more generous.

The ADA prohibits them from asking about a person's disability. They are also not allowed to require any type of identification or certification documents for the animal or medical documentation from the handler. They also may not ask that the animal demonstrate what it has been trained to do.

The answer to the question "is a snake a service animal" is **NO**. The Texas based restaurant who was faced with this question deferred to the federal ADA definition, and ADA does not protect the use of 'emotional support' animals even if they are a dog or miniature horse.

If you have any questions regarding CEC's Service Animal Policy, please contact

David Deck at ddeck@cecentertainment.com

or your HR Manager.



THE MORE YOU KNOW...

Sales Contest



Coil Wrist Band Sales Contest

Congratulations to the following restaurants for coming in #1 in their District!

Eric Bargas
Nestor Rivera
Frank Ramirez
Hashem Saadat
Anthony Chapa
Bill Pressel
Seneca Gray-Robinson
Brian Pitre
Jim Hamblen
Daniel Smoote
Peter Panunzi
Kelli Kasper
Joe Risnear
Michele Beavan
Caleb Minton

Texarkana, TX #570
Albany, GA #617
College Station, TX #577
Greenville, SC #968
Quail Springs, OK #892
San Antonio Ingram, TX #098
Orlando Drive, FL #718
Covington, LA #610
Chattanooga, TN #969
Webster, TX #592
Melbourne, FL #699
Amarillo, TX #937
Athens, GA #612
Bowling Green, KY #567
Birmingham, AL #330

Cindy Light
Arshad Khan
Wayne Casey
Patty Cedillo
Tim Kerum
John Chudzinski
Steve Charlebois
Frank Cassar
Tony Reynolds
Todd Bell
Louis Deignan
Adam Shafran
Denny Lynch

Monrovia, CA #390
Pasadena, CA #324
Citrus Heights, CA #329
Murrietta, CA #414
Costa Mesa, CA #421
Littleton, CO #115
Ventura, CA #453
Calgary, AB #874
Vancouver, WA #333
Fayetteville, AR #312
Las Cruces, NM #307
Redwood City, CA #108
Omaha, NE #733

Chad Estrada
Daniel De Los Santos
Denny Sanders
Shawna Vazquez
Dan Bessemer
Mike Svoboda
Yuri Pena
Troy Watring
Ali Elali
Rick Balboni
Ramos
Eric Montes
Susan Jensen
Jon Fiorentine
Dustin Gasper

Troy, MI #826
Wayne, NJ #489
Parma, OH #101
Buffalo, NY #840
Scranton, PA #541
Waldorf, MD #092
Middleton, NJ #480
Tinley Park, IL #058
Ann Arbor, MI #334
Natick, MA #479
Lafayette, IN #673
St. Cloud, MN #799
Richmond, VA #056
Deptford, NJ #481
Brookfield, WI #841

District
winners receive:



Cast Members and Management

Regional
winners receive:



Cast Members and Management



Managers



General Manager

Regional Winners:
Southeast ~ Melbourne, FL #699
Northeast ~ Richmond, VA #056
Western ~ Pasadena, CA #324

Company Wide
winner receives:



Cast Members and Management



Managers



General Manager



Restaurant

Company Wide
Winner:
Pasadena, CA #324
Arshad Khan, AD
Jim Brawley, RVP

By now, all winning restaurants should have received their Chuck E. lunch boxes for their team.
If your restaurant was the winning restaurant in your district and you have not yet received your prize,
please contact learning@cecentertainment.com



CAREER GROWTH OPPORTUNITIES

General Manager

Lancaster, CA	049
Fullerton, CA	325
Ladera Heights, CA	367
Norwalk, CA	423
El Monte, CA	428
East Orlando, FL	722
Saginaw, MI	336
Charlotte, NC	039
Niles, OH	745
Oklahoma City, OK	889
Sioux Falls, SD	860
Winchester, VA	119

Tech Manager

Little Rock, AR	671	Largo, MD	532
N. Fresno, CA	364	Lowell, MA	457
Monrovia, CA	390	Springfield, MA	476
San Jose, CA	404	Everett, MA	755
Huntington Beach, CA	406	Southgate, MI	713
Waterbury, CT	463	Lincoln, NE	568
Douglasville, GA	613	Omaha, NE	733
Tinley Park, IL	058	Jersey City, NJ	484
Darien, IL	685	Charlotte, NC	039
Indy Castleton, IN	096	Springfield, PA	529
Indy Wash, IN	714	Victoria, TX	581
Gaithersburg, MD	401	Austin, TX	586
		Midland, TX	928



peter
piper
pizza

Peter Piper Pizza

Metro Power Center, AZ #1287
General Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

